



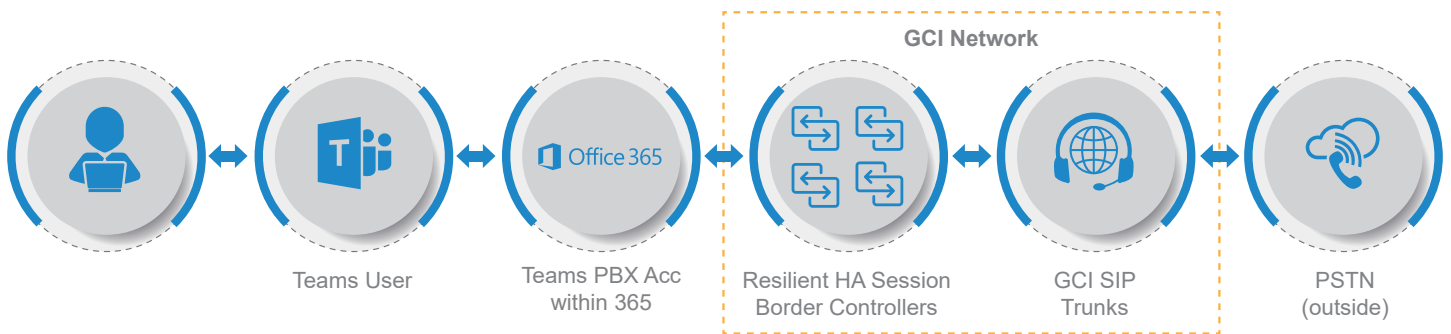
# PRODUCT SHEET

## Microsoft Teams Direct Routing Service

### What is Microsoft Teams Direct Routing?

Microsoft Teams Direct Routing from GCI is a carrier-class high-performance solution that connects your Microsoft Teams and Office 365 deployment to the PSTN network. Hosted in the Cloud and managed by GCI, it provides all the features you would expect from a traditional phone system, saving you the time and money you would spend installing

and maintaining an on-premise phone system for complete simplicity and asset utilization. It also provides absolute flexibility for your users so that they can make and receive calls (internally and externally) on any\* device, anywhere. If you have not already deployed Office 365 and Microsoft Teams, GCI can assist you with this.



### Microsoft Teams Direct Routing Services: Key Features

**GCI offers Teams Direct Routing with PSTN services in 20 countries as a fully-managed Cloud service.** For Microsoft Teams phone systems, organisations require Microsoft licenses in addition to PSTN connectivity. Features include:

- Web enabled Routing: Reroute number sets to alternate numbers if Teams is down
- Price per channel
- Price per DDI
- Bundle calling plans

- Per minute calling plans
- Monthly billing
- Individual country calling plans
- Service Desk support
- Monitoring
- Monthly Microsoft Teams quality of experience summary
- Continuous testing and service issue alerting

Optional extra features, including call recording (for compliance/training purpose) are also available.

### Microsoft Licenses required

You will need appropriate Microsoft licenses to make use of the Direct Routing service. GCI is a Microsoft Gold CSP and SPLA partner and can provide licensing if required.

Office 365 E5 includes the phone system add-on. If you have Office 365 E1 or E3 you will need to buy and assign the phone system add-on for each user:

- Office 365 – E5 – No additional requirement
- Office 365 – E3 – Phone system add-on

- Office 365 – E1 – Phone system add-on

If you want to support Audio Conferencing:

- If you have Office 365 E5, Audio Conferencing is included
- If you have Office 365 E1 or E3, Audio Conferencing is available for a small monthly fee



## Business Benefits



### Cost-effective:

GCI offers competitive, flexible calling plans for 33% less than the cost of a comparable calling plan from Microsoft. Choose a bespoke plan to suit your needs with transparent pricing and no hidden costs.



### Fully-managed:

Whether you are already using Microsoft Teams or completely replacing your existing phone system, GCI ensures a smooth and seamless migration. You'll also benefit from 99.9% uptime SLA and 24/7 support from our experienced support team of Engineers.



### Empower your workforce:

Leverage Microsoft Teams rich-functionality and collaborate via laptop, tablet, mobile, and desk phone.



### A global SIP network:

As an Ofcom regulated telco routing 27 million minutes a month, GCI can provide Direct Routing with PSTN services in 20 countries.

\*Any device running Microsoft Teams app – included in standard MS licensing and available for Windows, IOS and Android devices (laptops, smartphones tablets etc).

## Why GCI?

Over 20 years of experience across 40,000 technology projects has allowed GCI to develop the infrastructure, skills and scale to ensure optimum performance, reliability and security. Choosing GCI as your solutions specialist means you will benefit from:

- An end-to-end Microsoft Teams offering including consulting, project delivery, support, operations and software to drive customer success and business value
- Circa 250 Microsoft Certified Professionals within our 500 people-strong organisation

- A Microsoft Cloud Solutions Provider (CSP) with 8 Gold Microsoft accreditations
- An ISO 27001, 20000, 14001 and 9001 certified provider
- Expert migration, support, trials and proof of concepts to make your cloud journey simple

## REQUEST A FREE MICROSOFT TEAMS DIRECT ROUTING SERVICES CONSULTATION

If you would like to book a complimentary consultation or find out more about our solutions, please contact [enquiries@gcicom.net](mailto:enquiries@gcicom.net), or call 0844 443 433.

